



Facility:

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- **HEs Type:** Hospitals
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# 41 Mortuary Services

## Domain 41.1 USER RIGHTS

### Sub Domain 41.1.1 4 User information

**Standard 41.1.1.1 4(1)** The health establishment must ensure that users are provided with adequate information about the health care services available at the health establishment and information about accessing those services.

**Criterion 41.1.1.1.1 4(2)(a)(ii)** The health establishment must provide users with information relating to service opening and closing times.

**41.1.1.1.1.1** Legible signage at the entrance to the unit indicates the days and times when services are offered.

**Assessment type:** Observation - **Risk rating:** Essential measure

The family and/or relatives of the deceased will visit the service area to complete the required document or view the deceased. The service opening and closing times must be displayed at the entrance of the mortuary. The information must be legible. Not applicable: Never

Score	Comment

## Domain 41.2 CLINICAL GOVERNANCE AND CLINICAL CARE

### Sub Domain 41.2.1 7 Clinical management

**Standard 41.2.1.1 7(1)** The health establishment must establish and maintain clinical management systems, structures and procedures that give effect to national policies and guidelines.

**Criterion 41.2.1.1.1 7 Healthcare providers are informed on the health establishment and their specific responsibilities.**

**41.2.1.1.1.1** Health care personnel have been informed about the Standard Operating Procedures of the unit and health establishment.

**Assessment type:** Document - **Risk rating:** Essential measure

Documented evidence that personnel have been informed about the Standard Operating Procedures of the unit and health establishment must be available. This could include but is not limited to distribution lists which include personnel signatures to indicate they have read and understood the document (which must be dated and signed), proof of attendance at meetings where policies and guidelines are discussed, or similar evidence for electronic distribution. Score 1 if such evidence is available and score 0 if it is not available.

Score	Comment

Aspects	Score	Comment
1. Management of corpses		
2. Cleaning of hazardous and biohazardous spills		

**Standard 41.2.1.2 7(2)** (b) A health establishment must establish and maintain systems, structures and programmes to manage clinical risk.

**Criterion 41.2.1.2.1 7 The health establishment implements process to ensure environmental cleanliness.**

**41.2.1.2.1.1** All work completed is verified by the supervisor or delegated personnel.

**Assessment type:** Document - **Risk rating:** Essential measure

Daily inspections will ensure the cleanliness of the mortuary. The person responsible for overseeing

the cleaning service must inspect the mortuary daily to confirm that cleaning has been carried out according to the schedule and that all areas attended to have been effectively cleaned. Monitoring tools (including, but not limited to, checklists/tick sheets) listing all cleaning tasks must be completed for each room or area. Not applicable: Never

Score	Comment

**41.2.1.2.1.2** The mortuary is observed to be clean.

**Assessment type:** Observation - **Risk rating:** Vital measure

Inspector to observe general cleanliness of the unit including but not limited to whether the unit is free of dirt, dust and stains. Not applicable: Never

Score	Comment

**Criterion 41.2.1.2.2 7 The mortuary service must be compliant with relevant legislation.**

**41.2.1.2.2.2** A register for all anatomical waste indicating the date of placement and date of removal for disposal is available.

**Assessment type:** Document - **Risk rating:** Essential measure

A register must be available for the identification of anatomical waste to prevent loss of body parts. Not applicable: Where the register is not kept in mortuary but kept in other areas such as Maternity unit.

Score	Comment

**41.2.1.2.2.3** The temperature of the refrigerators and/or cold rooms are recorded twice daily.

**Assessment type:** Document - **Risk rating:** Essential measure

This will ensure that any malfunction in the refrigeration system will be detected and corrected as soon as possible, preventing decay of the bodies in storage. Inspect the temperature records for the previous three months to verify whether temperatures have been recorded twice daily. Not applicable: Never

Score	Comment

**41.2.1.2.2.4** The temperatures of the refrigerators and cold rooms are maintained between 2 degrees Celsius and 4 degrees Celsius.

**Assessment type:** Document - **Risk rating:** Essential measure

Inspect the temperature records for the previous three months to verify whether it has been maintained between 2 degrees Celsius and 4 degrees Celsius. Not applicable: Never

Score	Comment

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**41.2.1.2.2.4** All bodies are labelled.

**Assessment type:** Observation - **Risk rating:** Essential measure

In the mortuary, select three bodies and verify whether they are labelled. Score 1 if the bodies are labelled and 0 if not labelled .

Score	Comment

Aspects	Score	Comment
1. Body 1		
2. Body 2		
3. Body 3		

**Criterion 41.2.1.2.3 7 Equipment for storage and transportation of bodies are available and meet environmental hygiene standards.**

**41.2.1.2.3.1** Functional essential equipment is available in the mortuary.

**Assessment type:** Observation - **Risk rating:** Essential measure

Verify whether the equipment listed below is available and functional. Score 1 if the equipment is available and functional and 0 if not available or not functional.

Score	Comment

Aspects	Score	Comment
1. Stainless steel trolley. Explanatory note: Score 0 if the trolley is rusted.		
2. Fridges with stainless steel drawers. Explanatory note: Score 0 if the drawers are rusted.		
3. Hydraulic jack (stainless steel).		
4. Stainless steel shelves.		
5. Built-in temperature regulator.		

**Criterion 41.2.1.2.4 7 The health establishment must have a functional quality management system**

**41.2.1.2.4.1** Quality improvement plans are developed by health care personnel.

**Assessment type:** Document - **Risk rating:** Essential measure

Request the quality improvement plan of the unit from the previous six months. Verify whether the aspects listed below are documented. Score if aspect is documented and 0 if not. NB: Score not

applicable where no gaps have been identified.

Score	Comment

Aspects	Score	Comment
1. Gaps identified		
2. Activities required or implemented to address gaps		
3. Healthcare personnel responsible		
4. Time frames		

**41.2.1.2.4.2** Corrective action has been taken to improve the quality of service provided where gaps are identified.

**Assessment type:** Document - **Risk rating:** Vital measure

Evidence must be available that the action specified in the quality improvement plan was implemented. Not applicable: Where there were no gaps identified.

Score	Comment

**Sub Domain 41.2.2 8** Infection prevention and control programmes

**Standard 41.2.2.1 8(1)** The health establishment must maintain an environment, which minimises the risk of disease outbreaks, the transmission of infection to users, health care personnel and visitors.

**Criterion 41.2.2.1.1 8(2)(a)** The health establishment must ensure that there are hand washing facilities in every service area.

**41.2.2.1.1.1** Hand washing facilities are available in the mortuary.

**Assessment type:** Observation - **Risk rating:** Vital measure

Inspect the hand washing facilities for the items listed below. Score 1 if the item is available and 0 if not available.

Score	Comment

Aspects	Score	Comment
1. Hand washing basin. Explanatory note: The basin must not be blocked, broken, have deep cracks causing leaking of water, or have hairline cracks.		
2. Poster on correct hand washing technique.		

3. Poster on correct use of alcohol-based hand rub. Explanatory note: Posters must be placed at strategic places and above alcohol dispensers in the unit as stipulated in page 33 of Practical Manual for Implementation of IPC Strategic framework March 2020 .		
4. Taps. Explanatory note: Taps must be elbow operated except in toilets.		
5. Running water		
6. Plain liquid soap		
7. Wall mounted soap dispenser		
8. Paper towels		
9. Paper towel dispenser		
10. Bin		
11. Alcohol based hand rub. Explanatory note: Item does not necessarily have to be in the hand washing basin/facility area.		

**Criterion 41.2.2.1.2 8(2)(d) The health establishment must ensure that health care personnel are protected from acquiring infections through the use of personal protective equipment and prophylactic immunisations.**

**41.2.2.1.2.1** Mortuary personnel have access to and use appropriate personal protective equipment when carrying out their duties.

**Assessment type:** Observation - **Risk rating:** Vital measure

Verify whether mortuary personnel are wearing personal protective equipment as prescribed in the relevant standard operating procedures for the tasks they are performing, including wearing it correctly. Score 1 if the items are available and worn and 0 if not available or not worn. Score NA (not applicable) where, at the time of the inspection, personnel are not in a situation in which they are required to wear protective clothing.

Score	Comment

Unit 1 Available

Aspects	Score	Comment
1. Suitable gloves - non-sterile		
2. Warm clothing (freezer overalls). Explanatory note: Score NA for health establishments that do not have an open cold room mortuary.		
3. Waterproof aprons		
4. Face masks		
5. Protective eyewear (goggles or face shields)		

Aspects	Score	Comment
1. Suitable gloves - non-sterile		
2. Warm clothing (freezer overalls). Explanatory note: Score NA for health establishments that do not have an open cold room mortuary.		
3. Waterproof aprons		
4. Face masks		
5. Protective eyewear (goggles or face shields)		

**Sub Domain 41.2.3 9** Waste management

**Standard 41.2.3.1 9(1)** The health establishment must ensure that waste is handled, stored, and disposed of safely in accordance with the law.

**Criterion 41.2.3.1.1 9(2)(a)** The health establishment must have appropriate waste containers at the point of waste generation.

**41.2.3.1.1.1** The mortuary has appropriate containers for disposal of all types of waste.

**Assessment type:** Observation - **Risk rating:** Vital measure

Verify whether the waste containers listed below are available. All health care risk waste containers must have an appropriate international infectious hazard label as prescribed in SANS 10248-1: Management of Health Care Waste, Part 1: Management of healthcare risk waste from a health facility. Score 1 if the waste container is available and 0 if not available.

Score	Comment

Aspects	Score	Comment
1. Human anatomical waste (red bucket with tight fitting lid)		
2. Infectious non-anatomical waste (red)		
3. General waste (black, beige, white or transparent packaging may be used)		

**Domain 41.4 GOVERNANCE AND HUMAN RESOURCES**

**Sub Domain 41.4.1 20** Occupational health and safety

**Standard 41.4.1.1 20(1)** The health establishment must comply with the requirements of the Occupational Health and Safety Act, 1993.

**Criterion 41.4.1.1.1 20(2)(b)** Awareness of safety and security issues must be promoted

**41.4.1.1.1.1** The emergency evacuation plan is prominently displayed.

**Assessment type:** Observation - **Risk rating:** Essential measure

The evacuation plan must include but is not limited to route/directions to be followed during evacuation, emergency exits and assembly point(s). This must be visibly displayed. Not applicable: Never

Score	Comment

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**41.4.1.1.1.2** The healthcare personnel are familiar with the emergency evacuation procedure

**Assessment type:** Staff interview - **Risk rating:** Essential measure

Interview three health care personnel to establish whether they are able to explain the evacuation procedure as illustrated in the evacuation plan. Score 1 if they explain the procedure as illustrated in the evacuation plan and 0 if not. Where no evacuation plan is available, this measure must be scored 0.

Score	Comment

Aspects	Score	Comment
1. Healthcare personnel 1		
2. Healthcare personnel 2		
3. Healthcare personnel 3		

**Domain 41.5 FACILITIES AND INFRASTRUCTURE**

**Sub Domain 41.5.1 14** Management of buildings and grounds

**Standard 41.5.1.1 14(1)** The health establishment and their grounds must meet the requirements of the building regulations.

**Criterion 41.5.1.1.1 14(2)(b)** The health establishment must as appropriate for the type of buildings and grounds of the establishment have a maintenance plan for buildings and the grounds.

**41.5.1.1.1.1** No obvious safety hazards are observed during the visit.

**Assessment type:** Observation - **Risk rating:** Essential measure

Inspect the surroundings for maintenance-related safety hazards in the unit, including but not limited to: loose electrical wiring, collapsing ceiling or roof, collapsing doors or any other type of safety hazards that represent a risk to the health and safety of personnel, users and visitors Not applicable: Never

Score	Comment

**Criterion 41.5.1.1.2 14(2)(d)** The health establishment must as appropriate for the type of buildings and grounds of the establishment have ventilation systems that maintain the inflow of fresh air, temperature, humidity and purity of the air within specified limits set for different service areas such as theatres, kitchen and isolation units.

**41.5.1.1.2.1** Mortuary unit has natural ventilation or functional mechanical ventilation.

**Assessment type:** Observation - **Risk rating:** Essential measure

The national building regulations stipulate that satisfactory ventilation is only provided by forcing outdoor air into a space mechanically or passively through either ducting or apertures open to the outside, including, but not limited to, windows or ventilation grilles. Verify whether the mortuary has natural ventilation (windows and doors that can be opened) or functional mechanical ventilation (i.e. a ducting system). Not applicable: Never

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Score	Comment

**Sub Domain 41.5.2 15** Engineering services

**Standard 41.5.2.1 15(1)** The health establishment must ensure that engineering services are in place.

**Criterion 41.5.2.1.1 15(2)** The health establishment must have 24-hour electrical power, lighting, medical gas, water supply and sewerage disposal system.

**41.5.2.1.1.1** Emergency power supply is available in the mortuary.

**Assessment type:** Document - **Risk rating:** Vital measure

This is to ensure provision of uninterrupted power supply to the mortuary service. Records of monitoring of the availability of emergency power during electrical downtimes must be kept. Not applicable: Never

Score	Comment